

Performance Factor Definitions				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory
Exemplary performance in all areas of the job.	Surpasses the standards and established performance expectations in many important areas of the job.	Good performance; consistently meets standards and established performance expectations in important areas of the job.	Performance does not meet expectations in some important areas of the job; below expected performance levels; improvement needed.	Performance falls below expectations in many areas of the job. Substantial improvement is critical.

PERFORMANCE FACTORS

1. SETTING OBJECTIVES

Establishing appropriate objectives and priorities for self and the unit based on strategic goals of the university and unit; communicating objectives and priorities to others; updating objectives as needed.

A. Definition of "Meets Expectations":

Setting Objectives Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

2. ORGANIZATION AND WORK ALLOCATION

Organizing the workflow for self and among people and functions in the unit; delegating work to make efficient use of resources and to develop people's capabilities; facilitating the flow of information among individuals and groups.

A. Definition of "Meets Expectations":

Organization and Work Allocation Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

3. STAFFING

If supervisory/managerial, planning and staffing the unit with the appropriate number and skills mix of employees; selecting a highly qualified and diverse workforce for the unit consistent with the university's goals.

A. Definition of "Meets Expectations":

Staffing Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

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PERFORMANCE FACTORS (Continued)

4. LEADERSHIP AND MOTIVATION

Creating and maintaining a productive environment where people strive for quality of service supportive of all staff; fostering a commitment for achieving unit and university goals; setting a positive example for others to follow.

A. Definition of "Meets Expectations":

Leadership and Motivation Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

5. PERFORMANCE REVIEW AND DEVELOPMENT

If supervisory/managerial, reaching agreement with employees on their objectives and measures; providing employees with performance feedback and coaching; counseling employees to correct performance problems; evaluating performance and conducting performance review discussions; supporting employees in increasing their capabilities; identifying training needs and suggesting development programs.

A. Definition of "Meets Expectations":

Performance Review and Development Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

6. CUSTOMER SERVICE

Understanding the needs of internal and external customers; making special efforts to be responsive in meeting their needs and in building customer satisfaction.

A. Definition of "Meets Expectations":

Customer Service Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

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PERFORMANCE FACTORS (Continued)

7. COMMUNICATION SKILLS

Speaking clearly, concisely, and using words easily understood; exchanging ideas with others; listening to understand meaning or oral material; writing reports, memos, letters, etc.; using appropriate style, format, spelling and grammar; writing in a clear, concise, and appropriate manner.

A. Definition of "Meets Expectations":

Communication Skills Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

8. COOPERATION AND TEAMWORK

Putting the group's success ahead of personal goals; sharing information and resources with others; giving timely response to requests made by others; promoting teamwork; exhibiting positive attitudes during times of change; taking on new tasks with enthusiasm and energy.

A. Definition of "Meets Expectations":

Cooperation and Teamwork Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

9. QUALITY OF WORK

Completing work thoroughly, accurately, neatly, and according to specifications; producing output with minimal errors.

A. Definition of "Meets Expectations":

Quality of Work Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

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PERFORMANCE FACTORS (Continued)

10. QUANTITY OF WORK

Consistently producing a high volume of acceptable work; producing services or output quickly and efficiently.

A. Definition of "Meets Expectations":

Quantity of Work Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

11. JOB KNOWLEDGE

Understanding job procedures, policies, and responsibilities; keeping up-to-date technically; acting as a resource person on whom others rely for assistance.

A. Definition of "Meets Expectations":

Job Knowledge Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

12. SUPPLEMENTARY PERFORMANCE FACTOR/PROJECTS:

A. Definition of "Meets Expectations":

Supplementary Performance Factor/Projects Rating				
Outstanding	Exceeds Expectations	Meets Expectations	Below Expectations	Unsatisfactory

B. Comments on Performance:

PRD DEVELOPMENT PLAN

*The PRD Development Plan is a recommended part of this comprehensive performance management system that encourages communication and employee growth and improvement.

1. Employee's major strengths during PRD rating cycle:

2. Areas for improvement/enhancement (if any):

3. Action Plan:

What action should be taken by the employee and/or supervisor to improve the employee's performance to help achieve the goals during the next performance period?

Or, what professional development opportunities may be appropriate for the employee that may lead to broader professional growth and development?

	Action Plan	Timeframe	Recommended or Mandatory?
Employee:			
Supervisor Comments: (may include commitments)			